Chile Service – User Guide

by Entel

ACTIVATING YOUR SERVICE

This SIM card and service may ONLY be activated once you arrive in Chile.

It is very easy to activate your new service. Just follow the instructions below and you'll be ready to call once you reach your destination:

1. Travel to your destination
2. Break out the SIM Card from the plastic card
3. Insert the SIM Card into your phone.
4. Switch your phone on

To activate the service, please

- Dial 103 and press 'send' then follow the voice prompts

Note: A Chilean National ID is not required to activate the SIM. If you do not have a Chilean National ID, please enter 111111111 at the prompt.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Chile service, please

- Locate the recharge voucher code*
- Enter *114*(12-digit voucher code)# then press 'yes/ok/send'

OR

- Dial 103 then press 1 and 4
- Enter your 12-digit voucher code when prompted

*At your destination, you can add your airtime and may purchase additional airtime in form of scratch cards, where you will need to scratch off the gray protective layer to reveal your recharge voucher code.

MAKING INTERNATIONAL CALLS

To make an international call, simply enter 00 + country code + area code + phone number. For example to call Telestial you would dial 0018582742686.

To call fixed lines within Chile you will need to enter a 0 followed by the area code and phone number. For example to call to Santiago (area code 2) number 255-5555 you would dial 025555555. Mobile numbers in Chile do NOT have an area code.

RECEIVING CALLS

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 56 (Chile) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *103# then press 'yes/ok/send' [1]
- You will see your remaining balance on screen

[1] You have one free query per day. Additional queries are CLP $50 each.

CUSTOMER SERVICE

To reach customer service, please

- Dial 103 free of charge from your mobile
- From a land line please call 600-3600-103

We are available to you 24 hours a day, 7 days a week.

VOICEMAIL

To activate your voicemail, please

- Dial #124 and record your greeting message after the beep
- When you are finished press *
- Once your greeting was repeated, press 2 to save it

To change your greeting message, please

- Dial #124 then press 1 to record your greeting message
- When you are finished press *
- Press 2 to save it or 3 to delete your greeting message

To listen to your voicemail, please

- Dial #123 from your mobile

SERVICE EXPIRATION

The validity period of your recharge voucher will depend on the amount you chose to recharge. Please consult the table below.

Recharge Amount	Validity Period
CLP$ 3500 (~US$ 6.65)	30 days
CLP$ 5000 (~US$ 9.50)	60 days
CLP$ 6000 (~US$ 11.41)	60 days
CLP$ 10000 (~US$ 19.00)	90 days
CLP$ 15000 (~US$ 28.52)	90 days

If you do not recharge your account within 6 months, your Mobile phone number will be recycled. The 6-month period begins on the day you register your Chile prepaid SIM card and load your first airtime voucher.